Commonwealth Office of Technology

Rated Service Description

Data Communications - High Speed	Rate
DC30 Monthly, per WAN Circuit	$1,000

DC30

The Kentucky Information Highway is a statewide telecommunications and information network developed by Kentucky state government in partnership with the state's local telephone companies. In 1995 the Commonwealth of Kentucky entered into a ten-year contract with a consortium of communication companies to develop the Kentucky Information Highway (KIH). BellSouth serves as the prime contractor, coordinating a consortium of Kentucky's nineteen other local telephone companies (local exchange carriers) and Qwest Communications, a long-distance carrier, as a co-prime contractor. In 2005, the Commonwealth of Kentucky bid and let an RFP for KIH-2 in order to upgrade its telecommunications network and reduce costs. AT&T was awarded this contract and has sub-contracted with all of the other local telephone companies to provide a state wide MPLS network. The MPLS backbone that supports KIH-2 provides increased resiliency/fault tolerance within the providers network, as well as increased security by virtually segmenting the WAN based on Agency/Dept needs.

Today, over 1,500 sites are inter-connected across the state including Executive Brach Agencies, libraries, local government and health departments. KIH-2 is managed by the Commonwealth's Office of Technology Network Operations Branch, which is responsible for the design, implementation, and support of the KIH infrastructure. The Core of the KIH-2 network is located at the Commonwealth Data Center, and is comprised of multiple Enterprise and Carrier class switches that are connected by Gigabit Ethernet. This network is extended to the Frankfort Metropolitan Area Network (MAN) over a fiber optic network. Furthermore, KIH-2 connects all 120 counties through a Wide Area Network (WAN) utilizing high-speed data circuits via an MPLS network. As such, KIH-2 connectivity from COT offers the features below:

DC30   **Includes the following HARDWARE**

WAN equipment (modem and router) will be provided by COT and a one time charge, dependent on actual equipment used, will be passed thru for the cost of hardware.

DC30   **Includes the following SOFTWARE**
None

DC30   **Includes the following SERVICES**

Access to:
· The Internet
· Email and Global Address Listing (additional client software & licensing required for Full Outlook Client – HTTP Access is also available)
· Domain Name System (DNS)
· Dynamic Host Configuration Protocol (DHCP)
· Windows Internet Name Service (WINS)
· eMARS for Accounting and Procurement
· Agency/Department LAN based systems and servers
· Other servers on the network (with the approval of the agency)
Managed Network Services:
· WAN equipment configuration, installation, and support (troubleshooting)
· 24x7 Network Management/Monitoring
· Enterprise Helpdesk Support for all above services
· Field Services Support for onsite installation/troubleshooting
· Equipment Repair/Replacement
Security Services:
· High Availability Enterprise Firewalls
· Intranet Firewalls
· Enterprise Intrusion Protection System and Intrusion Detection System
· Content Security Management (CSM) for website and email content protection

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DC30	**To Initiate Service or Report a Problem with this service**

Please contact the Commonwealth Service Desk:
· 24x7 Phone support: 502-564-7576
· Toll free support number: 800-372-7434
· Via e-mail CommonwealthServiceDesk@ky.gov

An approved agency contact will need to complete an F180 Form and provide a valid billing number and signed EO when requesting new service. Furthermore, requests for change or troubleshooting must include the street address and city, as well as the Default Gateway (if known).

DC30	**Additional Service Clarifications**

· The DC30 rate is applicable to connection speeds greater than 10 Mb/s. For example 100 Mbps and 1 Gbps (or one billion bits per second).

·These services are provisioned, configured, installed, and supported solely through COT, as a turnkey solution. As you can see, KIH is more than just a means of connecting sites. In fact, KIH-2 is actually a series of value added services (configuration, support/troubleshooting, monitoring, and security) that allows agencies to concentrate on the deployment of key business solutions that relate directly to their business model.

· The cost for providing and supporting these services is rolled up into the Agency's monthly bill. Each site connected to COT's network is billed for the following two charges: 1) Data Line, 2) COT Data Communications. The Data Line charge is the contractual amount charged by the Telephone Company to COT based on the speed of the line/service. This cost as well as an additional tax is "passed through" to the Agency as part of each site's monthly bill. The Data Communications (DC) Charge is charged by COT to the Agency to offset support costs associated with each site's access to the COT/KIH-2 network backbone. Each KIH-2 connected device traverses backbone routers and switches, as it makes its way from the Agency supported LAN to the destination network/device such as Internet, Mainframe, Email Servers, etc. This shared infrastructure must be scalable to meet the bandwidth/hardware requirements necessary to support all of the KIH-2 connections. Furthermore, the DC Charges are used by COT offset the costs ass the WAN based on Agency/Dept needs.

· Every user connected to COT's network receives access to these and other services, as opposed to COT charging a per user access fee for these services. Therefore, the total COT bill for each site encompasses much more than the actual cost of a data circuit in order to help COT recover the cost related to supporting an enterprise network infrastructure.

· In order to effectively and efficiently extend the network to the remote site, COT also "passes through" the cost of networking equipment (routers, layer 3 switches, etc) to the Agency while retaining ownership of the equipment. This model allows for COT to adequately manage the networking aspects from end-to-end. Additionally, COT provides software and hardware maintenance at no additional charge to the Agency, as part of the DC charges described above. For instance, COT can replace a damaged/defective remote networking device within 24 hours, or update networking code (operating system) in order to fix known bugs at no extra charge, as part of our vendor's maintenance agreement.

· COT is able to purchase networking equipment through our contract from Nortel Networks (and its distributors) at a significant discount. This contract provides a substantial discount to Enterprise Level networking gear approved for use by the Enterprise Standards Committee. The Enterprise Standards Committee is comprised of various Cabinet ITO's, and they are responsible for setting the hardware and software standards for the Commonwealth of Kentucky.